Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

PROJECT BACKGROUND AND BUSINESS CONTEXT

01

Importance of Real-Time Adherence

Real-time adherence ensures staffing matches operational demand, impacting service levels and customer experience in ACD inbound environments.

02

Current Monitoring Challenges

Manual monitoring requires switching between multiple tools, increasing cognitive load and slowing response times for analysts.

03

Business Impact of Delays

Delayed response to non-adherence leads to lower performance, increased shrinkage, and reduced confidence in controls.

04

Project Goals

The project aims to simplify and automate AUX monitoring to create a scalable, efficient process supporting analysts and operations.

| Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS Part of Capgemini

PROBLEM STATEMENT

Since **March to May 2026 (When)**, WFM Real-Time Analysts supporting ACD inbound operations **(Who)** have recorded adherence levels of 90.54% on March , 91.08% on April , and 91.06% for the Month of May, reflecting a consistent gap below the 95% target by approximately four percentage points **(What)**. This gap is occurring across the ACD inbound environment where AUX utilisation is monitored through multiple disconnected systems, limiting real-time visibility and slowing response times to adherence breaches **(Where)**.

It is critical to turn this around because the data highlights both operational risk and improvement opportunity delay variances of 0:04 to 0:12 are recurring across AUX categories such as after-call work, hold time, outbound activities, coaching, meetings, and break overruns, while 33% of delayed call alerts are linked to WFM workload , reducing the team's ability to respond promptly and resulting in prolonged non-adherence and extended AUX durations, These lapses reduce overall schedule adherence, disrupt staffing balance, and ultimately affecting productivity and service-level compliance *(Interval Conformance)* **(Why)**.

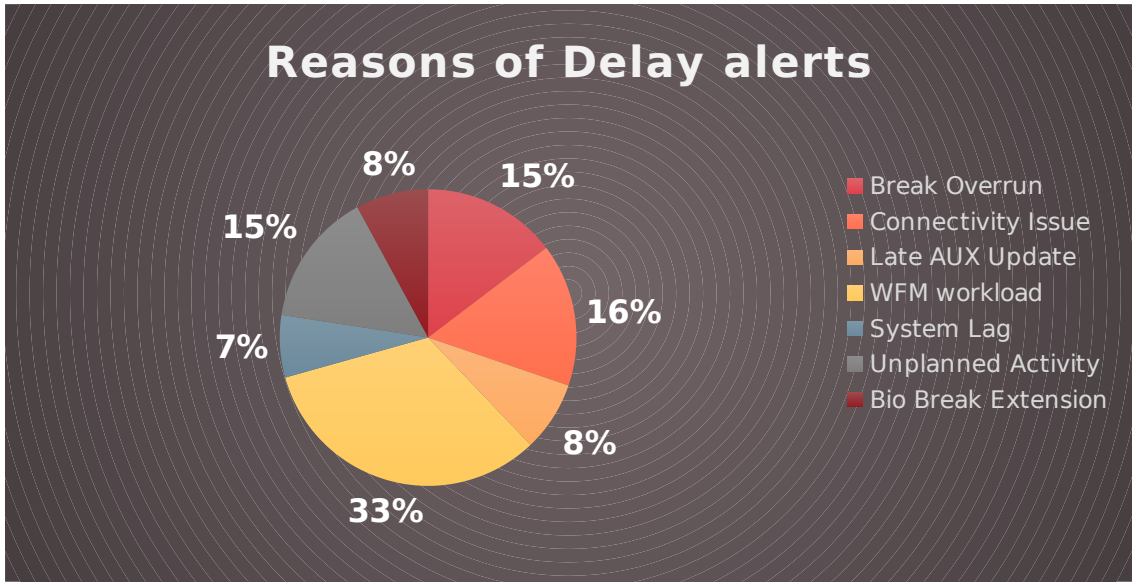
By improving real-time visibility, reducing alert delays, and implementing automated detection of out-of-adherence and extended AUX events, WFM can strengthen intraday control, enable faster interventions, recover adherence more effectively, and drive performance closer to the 95% target while supporting more stable service delivery and optimised workforce utilisation.

| Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS Part of Capgemini

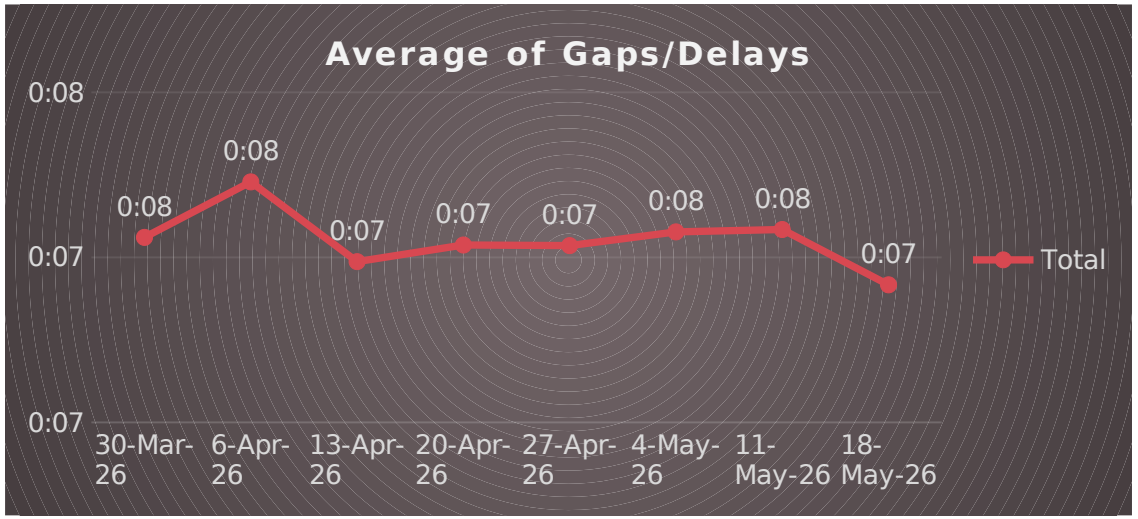
COMMON DELAY ALERTS

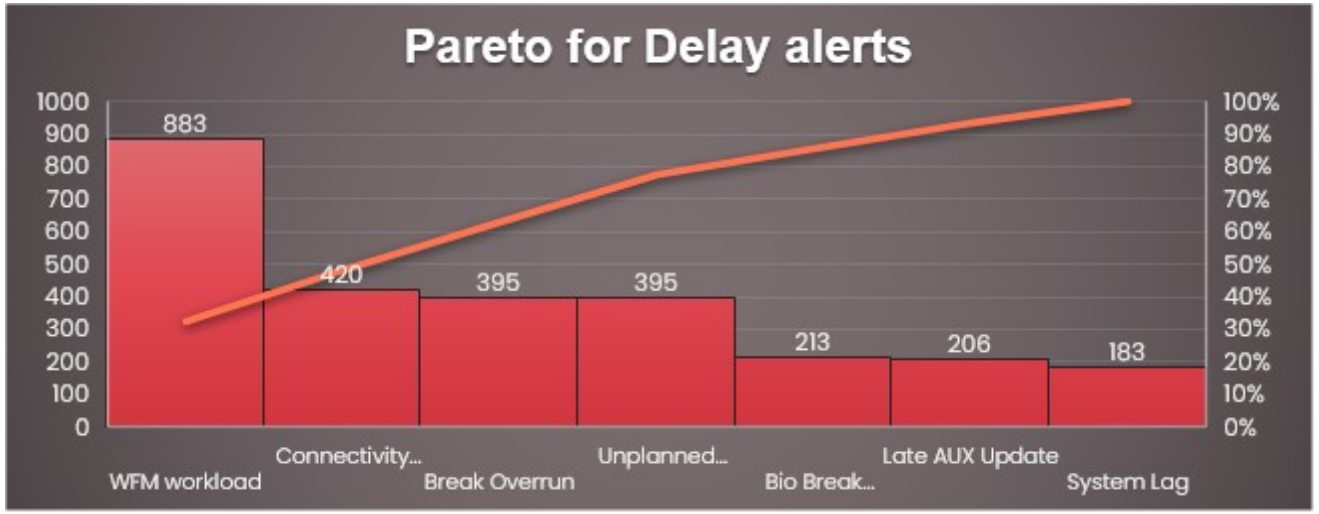


KEY Findings:

- **WFM workload (33%)** is the primary driver of delays, highlighting capacity constraints and reliance on manual, multi-platform monitoring.
- **Connectivity issues (16%) and break overruns (15%)** are major contributors, reinforcing recurring adherence gaps and delayed escalation.
- **Late AUX updates (8%) and system lag (7%)** limit real-time visibility, causing delays in identifying and addressing non-adherence.
- **Unplanned activity (15%) and bio break extensions (8%)** show consistent behavioural non-adherence patterns rather than isolated incidents.
- Gap trend remains stable at 0:07–0:08, indicating persistent inefficiencies and lack of sustained improvement despite reactive interventions.

The data suggests that operational challenges (like extended calls) and personal oversight (not checking schedules) are the primary drivers of non-adherence. Addressing these two areas—through better time management tools, reminders, or process adjustments—could significantly reduce Out of Adherence and delays





| Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS
Part of Capgemini

ADHERENCE COMPARISSON

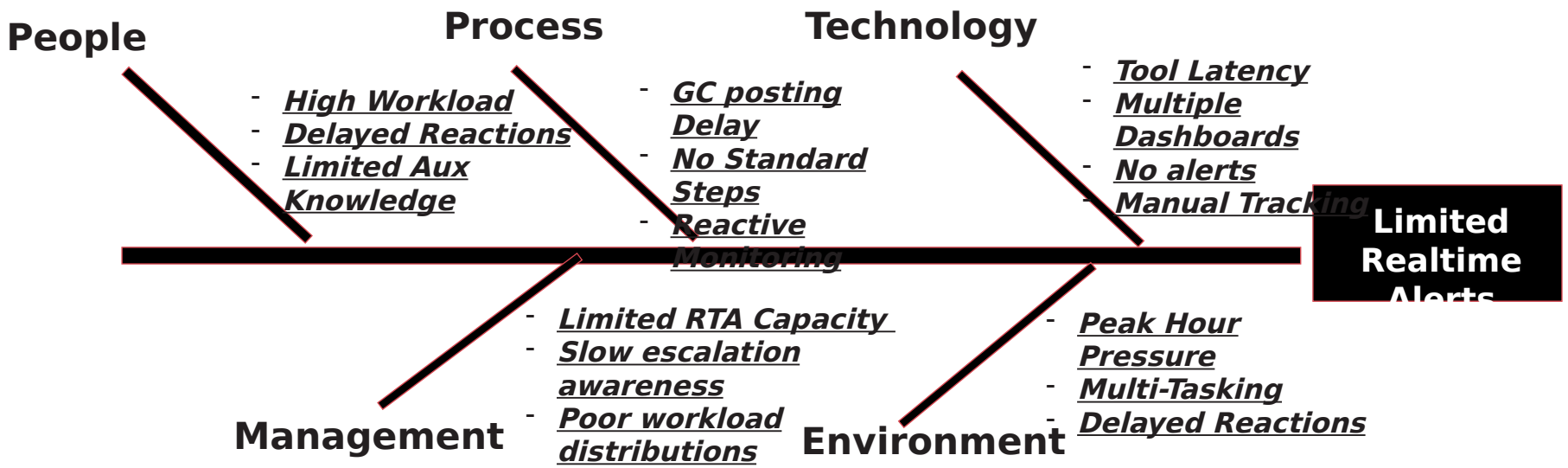
- **Adherence below target:** Performance held steady at ~91% from March–May but remains short of the 95% goal.
- **Lost hours fluctuate:** March peaked at 118 hours lost, improving in April (68) but rising again in May (74).
- **Major contributors:** Extended AUX activities (ACW, hold time, outbound work, coaching, meetings, break overruns) drive recurring variances of 4–12 minutes, with 33% of delays linked to WFM workload.
- **Root cause visibility gap:** Fragmented AUX monitoring across disconnected systems slows response and drives non-adherence.
- **Opportunity for automation:** Real-time alerts for extended AUX events can accelerate interventions, reduce manual effort, and close the gap toward 95%.

| Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS Part of Capgemini

Ishikawa Diagram: LIMITED REALTIME ALERTS



Gap Category	Reason	WFM Insight (Why It Matters)
People	WFM workload	Excessive alert volume reduces analysts' ability to respond in real time, leading to delayed adherence interventions
Process	Reactive monitoring approach	Focus on reacting after breaches occur instead of preventing them drives recurring interval variance
Technology	Multiple disconnected systems	Lack of a single real-time view forces analysts to switch tools, delaying decision-making and action
Management	Poor workload distribution	Ineffective allocation of RTA resources results in monitoring gaps and inconsistent adherence enforcement
Environment	Peak Hour Pressure	Rapid volume changes make it harder to manage adherence without real-time tools

| Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS Part of Capgemini

5 WHY'S | ROOT CAUSE IDENTIFICATION

01 | **Why is adherence below target?**
Because agents remain in extended AUX states (ACW, breaks, etc.) longer than scheduled, and these are not actioned in real time.

02 | **Why are extended AUX states not actioned in real time?**
Because there are delays in calling out non-adherence and extended AUX breaches by WFM Real-Time Analysts.

03 | **Why are call-outs delayed?**
Because RTAs are managing multiple systems and high workloads, leading to missed or late identification of breaches (33% attributed to workload reason).

04 | **Why are RTAs reliant on manual monitoring across multiple systems?**
Because AUX utilisation and adherence tracking are fragmented, with no unified or automated real-time alerting system to proactively flag breaches.

05 | **Why is there no automated or integrated alerting system?**
Because current processes are designed around manual intervention or no one was knowledgeable on how to do the automation process.

Main Cause Identified:

A gap in real-time detection and response capability, driven by: Tool fragmentation, Manual monitoring processes & RTA workload limitations

| Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS Part of Capgemini

AuxPulse Automated Monitoring tool

AuxPulse is an automated monitoring for real-time Workforce Management tool designed to provide comprehensive visibility into agent activity, queue performance, and overall operational metrics. It enables teams to proactively monitor key metrics and make data-driven decisions that support service level achievement and efficient workforce utilisation.

Key Features

- **Real-Time Performance Tracking** Displays live metrics (calls in queue, service level/GOS%, abandoned calls, abandonment rate) for quick performance assessment.
- **WFM Wallboard** Shows staffing vs requirement, including productive/non-productive counts, surplus/shortage, and adherence, enabling timely intraday actions.
- **Agent AUX and Queue Monitoring** Provides a detailed, filterable view of AUX statuses and queue allocation to identify inefficiencies and coaching opportunities.
- **Multi-Time Zone Tracking** Displays real-time clocks (MNL, AU, NZ) to support alignment across regions.

Future Enhancements

- **Automated Adherence Logging** Tracks actual AUX vs schedules for accurate adherence measurement.
- **Historical Trend Analysis** Supports performance reviews and improved forecasting.

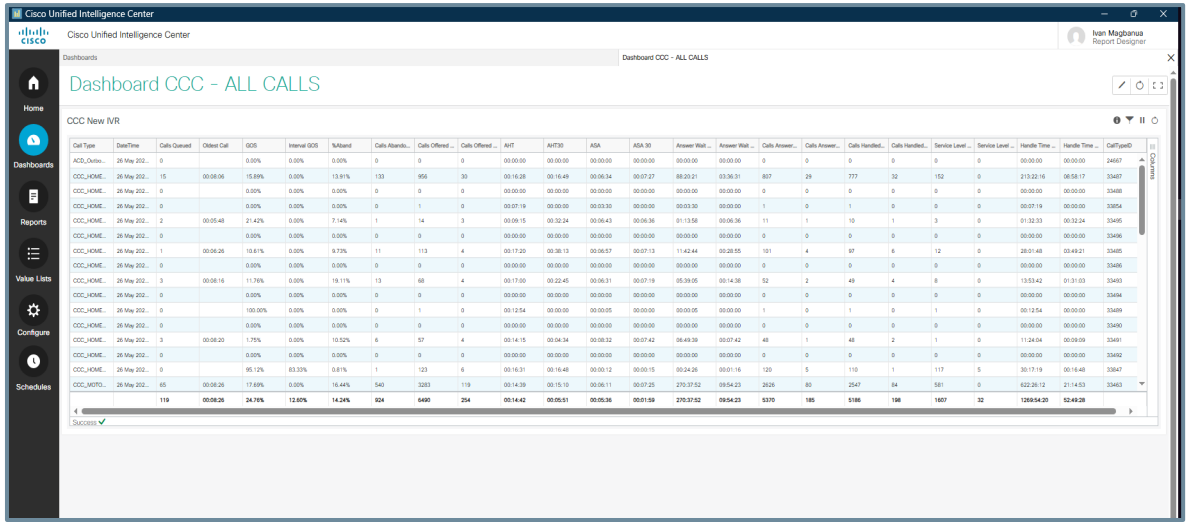
Impact on Operations

- **Improved Real-Time Decision Making** Enables WFM and operations leaders to quickly respond to queue spikes, staffing gaps, or adherence risks.
- **Enhanced Productivity and Efficiency** Supports optimal resource allocation and minimises idle time or overstaffing.
- **Stronger Adherence Management** Gives clear visibility into agent behaviour, helping maintain schedule discipline.
- **Data-Driven Coaching Opportunities** Equips team leaders with accurate and actionable insights for continuous performance improvement.

| Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

Cisco Unified Intelligence Centre (Manual Dashboard)

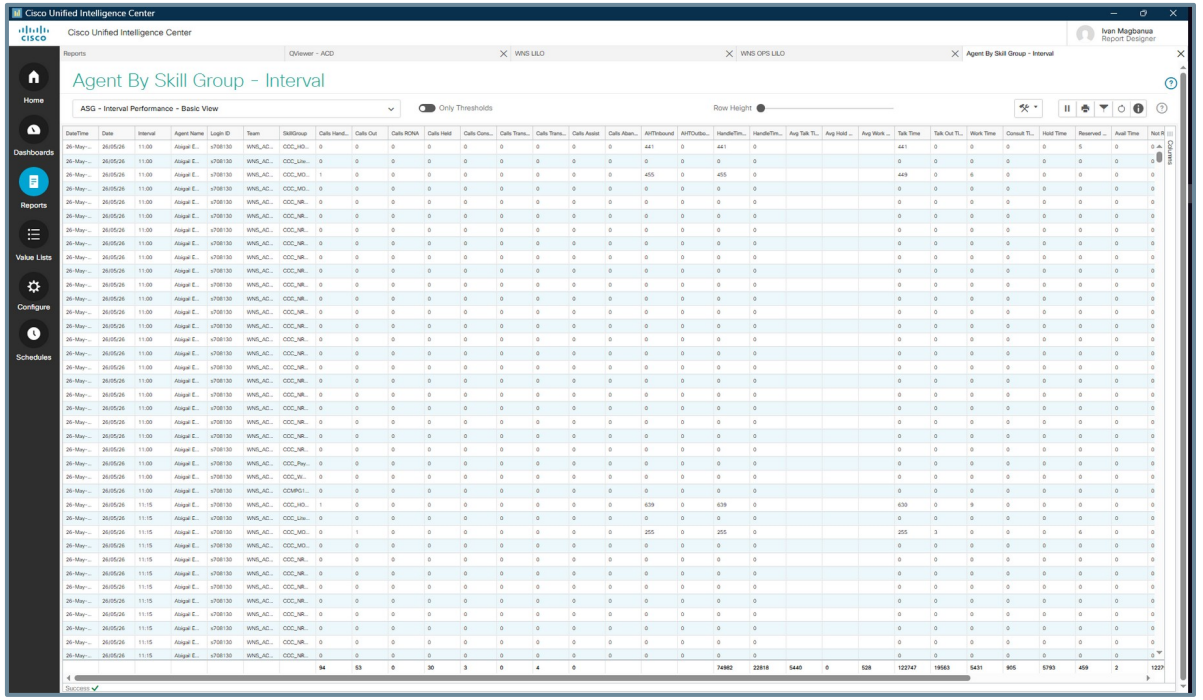


Calls In Queue Dashboard

Presents a comprehensive view of call centre activity across all queues, highlighting key metrics such as total calls handled, service level, and call outcomes. Supports Workforce Management in monitoring overall operational performance, identifying demand patterns, and driving data-based staffing decisions

Reports Dashboard

Provides a time-interval view of agent performance by skill group, including handling activity, and resource utilisation. Enables Workforce Management teams to track intraday trends, validate staffing alignment, and identify performance gaps affecting service delivery.



| Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

VERINT WFM

Scheduled Activity	Out Of Adherence	Actual Activity	Time In Activity	Day's Adherence
Immediate - AU		Available	0:39:03	95%
Immediate - AU		Available	0:57:03	91%
Immediate - AU		Available	0:48:29	97%
Immediate - AU		Talking	0:08:29	95%
Immediate - AU		Available	0:53:53	92%
Immediate - AU		Available	1:03:53	98%
Immediate - AU		Available	0:42:39	93%

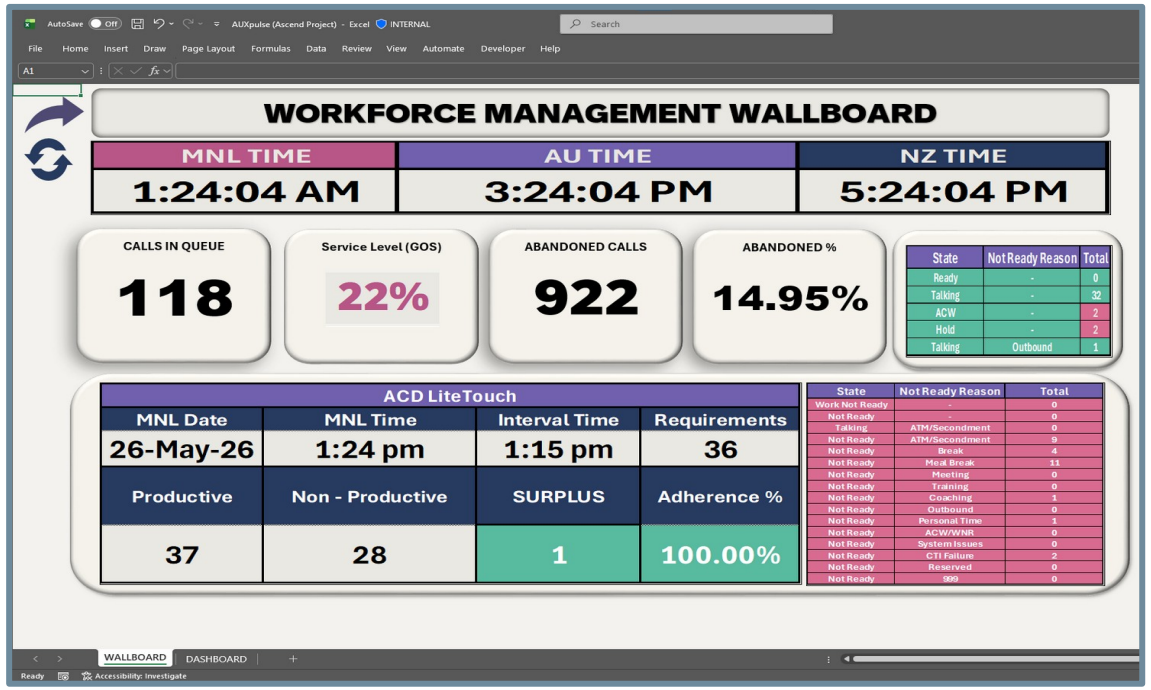
Verint is a desktop application designed to assist you with adhering to your roster and scheduled activities.

0 | Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

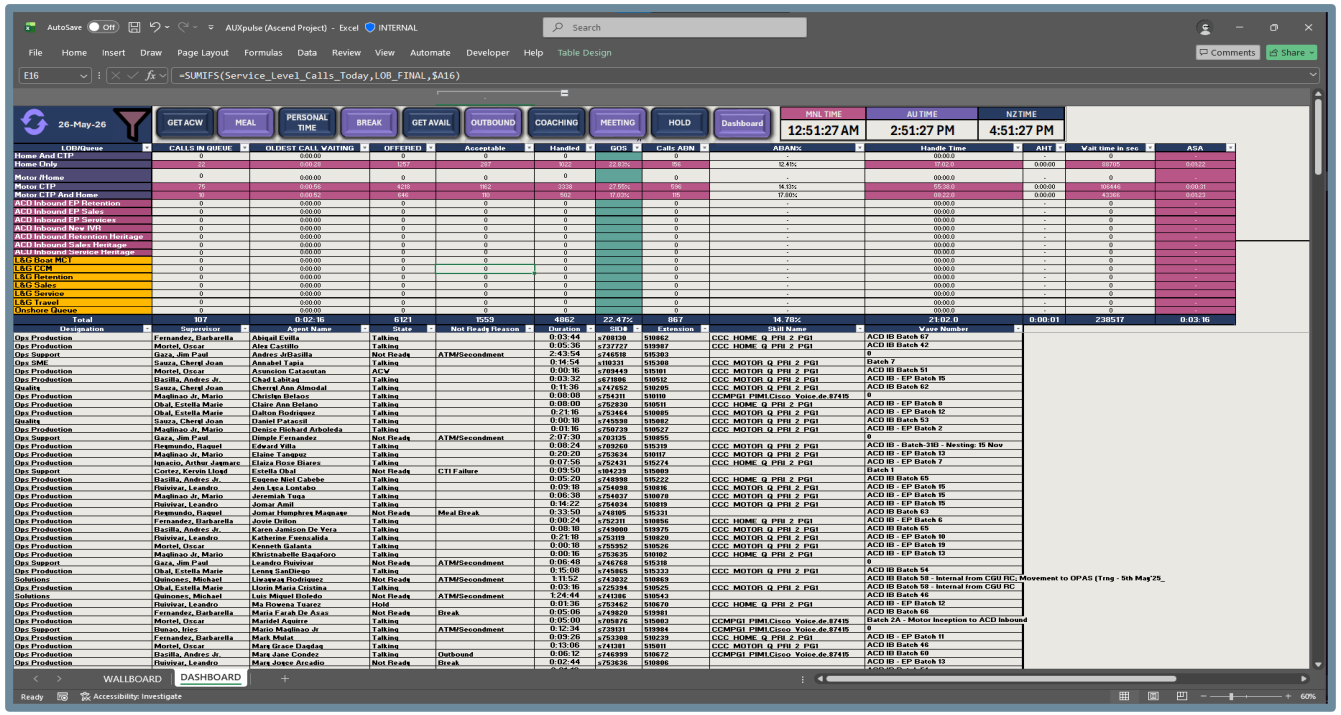
AuxPulse AUTOMATED MONITORING

AUXPulse
Real-Time Workforce Performance



Performance Summary Dashboard

Provides a real-time view of overall account performance, highlighting key Workforce Management metrics such as calls in queue, service level, abandoned calls, adherence, and staffing Requirements. This dashboard enables quick assessment of operational health and supports timely decision-making.



Agent AUX and Queue Monitoring View

Displays a detailed view of agent-level AUX statuses and queue allocation, with filtering options by AUX type and product. This allows teams to identify inefficiencies, monitor agent activity, and take real-time actions to improve performance.

 Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS
Part of Capgemini

IMPLEMENTATION PLAN

PHASE 1

May 21, 2026 to May 28, 2026 → Creation of Proposal for AuxPulse Tool (via PPT) → Consult Operations Managers and WFM Managers → Improvement the file by updating the thresholds → Proposed Finalized

PHASE 2

May 29, 2026 to June 04, 2026 → Submit approval for the AuxPulseTool → Operations Managers and WFM Managers → Excel File and Email Sending → Obtain approval of AuxPulseTool

PHASE 3

June 05, 2026 to June 09, 2026 → Providing guidance on how to navigate the automated tools to WFM Team → Informed WFM Managers that process has been cascaded → Distribute the Excel File to WFM team → Live Testing of the AUXPulse Tool

 Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS Part of Capgemini

IMPLEMENTATION PLAN

PHASE 4

June 09, 2026 to June 30, 2026 → Monitor & Analyze performance → Operations Managers and WFM Managers → Gather information feedback → Maintain ongoing improvements

PHASE 5

June 30, 2026 to July 06, 2026 → Run the Adherence Report → Operations Managers and WFM Managers → EOM Performance Review → Reduced Delays improved Adherence and sustain gains on other KPI

KPI	Baseline	Target
Adherence %	91%	95%
Average Alert Delay	7–8 mins	≤2 mins
Manual Monitoring Effort	High	Reduced
Real-Time Visibility	Fragmented	Centralized

 Copyright © 2025 WNS (Holdings) Ltd. All rights reserved.

Information Security Classification - INTERNAL

WNS Part of Capgemini